

County Durham and Darlington
Fire and Rescue Service



Safest People, Safest Places

Combined Fire Authority

25 June 2024

Community Risk Management Plan 2024 Consultation Results

Appendix A

Report of the Policy Support Officer

Survey Comments

Respondent Comment	Service Reply
Response from Cllr Phil Heaviside, Chair of the Safer and Stronger Communities Overview and Scrutiny Committee of Durham County Council	Thank you for your response.

Community Risk Management Plan 2024-2027

As chair of the Council's Safer and Stronger Communities Overview and Scrutiny Committee, I would like to thank your Deputy Chief Fire Officer Keith Carruthers for presenting the report on consultation of County Durham and Darlington Fire & Rescue Authority's Community Risk Management Plan for 2024-2027 (CRMP) at its meeting on 26 February 2024.

Following consideration of the report the committee agreed that their comments be compiled into a formal response to the three consultation questions together with their additional comments for submission to your service.

Question 1 - Do you agree with the Service's approach to keeping you safe?

The Safer and Stronger Communities Overview and Scrutiny Committee agreed with and supported the Service's plans to keeping the communities within County Durham safe.

Some members referred to their personal experience of dealing with the Fire and Rescue Service and praised their support and complemented them on their timeliness in responding to queries.

Question 2 - Do you agree with our commitments outlined in the plan?

Members of the Safer and Stronger Communities Overview and Scrutiny Committee welcomed the new style commitments which they agreed were very good.

A member suggested the commitments could include reference to keeping fire fighters safe. It was acknowledged that this was included in other Fire and Rescue Service documents.

Members highlighted the home fire safety visit service in response to the Prevent commitment and expressed their thanks for the outstanding service delivered.

Members of the committee also commented on fire safety visits to community premises and the importance of the advice and guidance offered to community and voluntary organisations many of whom struggled with resource availability. The Deputy Chief Fire Officer responded with details of the inspection regime and how this was in the main prioritised in terms of risk. He added that goodwill advice could be given in some cases.

Question 3 - Do you have any comments on our plans for 2024-27?

Members of the Safer and Stronger Communities Overview and Scrutiny Committee queried how the plan would support the move from a good service to an outstanding one? The Deputy Fire Officer commented this would be taken in small steps with learning from within the sector.

Members asked whether the Fire and Rescue Service had now returned to pre Covid-19 service levels? Members were advised that public facing services had returned although changes had been made to internal processes and procedures.

The Deputy Fire Officer commented on five fatalities which had occurred as a result of house fires in the last year. He acknowledged that isolation and a lack of engagement with services appeared to be a contributory factor in deaths such as these.

The committee expressed some concern at the level of responses received as part of the previous year's CRMP consultation noting that 300 responses had been received from a population of over 550,000. They sought clarity from the Fire and Rescue service on how the consultation was promoted and how response rates could be improved.

<p>The Committee acknowledged that the consultation had been heavily promoted online and on social media. It was acknowledged that more could always be done, and it was suggested by members that the low levels of responses may reflect the higher levels of public satisfaction with the service delivered.</p> <p>To conclude, I would like to thank you for engaging the committee with your consultation and continued support with the committee's work programme. If you require any further information, please contact Clare Luery, Overview and Scrutiny Officer.</p>	
<p>Response from CFO of North Yorkshire, Jonathan Dyson:</p> <p>I have read over the plan and believe it clearly sets out the operating landscape and what is being done and what will be done in the future. It is an incredibly difficult job delivering and providing services to such diverse communities with increasingly tight resources but i believe the plan sets how this will be delivered very well.</p>	<p>Thank you for your response.</p>
<p>Letter from CFO of Northumberland, Graeme Binning:</p> <p>I write on behalf of Northumberland Fire and Rescue Service with regard to the Community Risk Management Plan (CRMP) 2024-2027 Consultation (Annual Consultation 2024-25). The CRMP is comprehensive and your approach to keeping your communities safe is clear. We believe that your eight commitments are sound.</p> <p>As a bordering fire and rescue service, Northumberland Fire & Rescue Service is supportive of the plan, and of your approach to allocating resources to risk. Our Service looks forward to continued partnership working as we move into 2024-25.</p>	<p>Thank you for your letter.</p>

<p>I would like to take this opportunity to thank you for sharing the Community Risk Management Plan (CRMP) 2024-27 Consultation and offering Northumberland Fire & Rescue Service the opportunity to respond.</p>	
<p>Letter from CFO Peter Heath, Tyne and Wear</p> <p>Response to your CRMP 2024-2027</p> <p>Thank you for the opportunity to comment on your CRMP as part of your consultation. As a neighbouring Fire and Rescue Service, understanding what your plans are and how we might continue to work for the benefits of our respective communities.</p> <p>I believe your CRMP is clear, balanced and offers insight into I what the public and key partners may expect and how this will be achieved.</p> <p>I look forward to our continuing productive and good working relationship and offer my support for your CRMP.</p>	<p>Thank you for your letter.</p>
<p>Response from Joy Allen, Police and Crime Commissioner for Durham and Darlington</p> <p>Thank you for the opportunity to comment on the services' Community Risk Management Plan (CRMP) 2024-27.</p> <p>The CRMP is a well presented and very comprehensive document, and I am pleased to see there is overlap with all aspects of my Police and Crime Plan.</p> <p>To answer directly the three consultation questions directly:</p> <p>Do you agree with our services approach to keeping you safe?</p>	<p>Thank you for your response.</p>

Yes. The document very clearly sets out the role of the fire and rescue service, how it identifies risk and how it intends to use its resources to manage that risk and keep the public safe.

Do you agree with our commitments in the plan?

Yes, I agree with all the commitments in the plan. One observation would be that it may be prudent to include an additional commitment around prevention, particularly working with young people to prevent fire-related anti-social behaviour.

Do you have any overall comments about our CRMP and approach to allocating resources?

The CRMP is a very comprehensive plan detailing all aspects of the service. There are many links to all six of my safer themes in the plan, which is welcome.

The Fire and Rescue Service works well with my office and with Community Safety Partnerships, and throughout the forthcoming year we welcome discussions, through our now well established Collaboration Meetings, about how we can work together further to support each other's priorities.

For example, I have asked our Victim Care and Advisory Service and Community Peer Mentors to identify vulnerable people who would benefit from home visits; there could also be potential for diversionary work with young people through PCC funding e.g. the Resilience Funding provided from the ASB Trailblazer pilot.

I hope this response is helpful and look forward to continuing our close working relationship with the fire and rescue service.

Comments from CRMP Consultation Survey (E-Survey and Paper)

<p>A well written document based on a sound evidence base.</p>	<p>Thank you for your comment.</p>
<p>You'll never retain your corporate staff if you don't invest in them. Your wages are below market rate, your terms and conditions are the same as everywhere else, so point 1 may need some thought</p>	<p>Thank you for your comment.</p>
<p>Number of fire engines are the same but the number of people available to respond across the board is far less than 5 years ago. Specialist resources are less likely to be available in conjunction with a standard fire engine.</p>	<p>Our staffing model aims to maximise the availability of all appliances including special appliances.</p>
<p>After the decimation of the Fire Services by the current Government I look forward to seeing a return to better funding so an even better service can be provided.</p>	<p>As part of our lobbying strategy, we will continue to seek fair funding from central government and lobby for increased investment for CDDFRS.</p>
<p>Do hydrants get checked regularly, as in the past I've been asked by fire crews to point them out, lived on large estate at Meadowfield for 30/35 yrs never seen hydrants being located or checked, there was a fire years ago which I reported in allotments behind my property, the fire appliance turned up at my home. The crew had no idea how to get to fire location. Doesn't give much faith in system.</p>	<p>We now have a process in place where all hydrants are periodically checked by our staff and mapped on our Appliance Data Terminals, so they can be located at any incident.</p>
<p>Using whole time staff to fill in for retained stations has to stop</p>	<p>A key part of our Emergency Response strategy is the staffing of fire engines, on occasions we utilise some of our Wholetime firefighters to support the availability of fire engines which are staffed by On Call firefighters. This improves the service we provide to our community.</p>
<p>A diverse workforce is important but this shouldn't be at the expense of recruiting the best people who apply for a job. Firefighting is a dangerous and physical job, please don't sacrifice diversity over capability.</p>	<p>We continue to recruit the best candidate for all our roles across the organisation.</p>
<p>Dropping bishop down to four firefighters instead of six will put the community at risk when the next appliance will be 10 minutes away due to retained never being on</p>	<p>As part of the review into the replacement for the Special Rescue Unit with two Enhanced Rescue Tenders we are working with staff at Bishop to consider how to maximise the use of surplus staff.</p>

<p>I live in Darlington the largest urban area in the service area where thousands of new houses are planned. Over the years the number of firefighters has gradually been reduced and I understand that there are now only 8 on duty at any one time to crew both pumps and the ALP. As the population of the town grows, could the level of cover be reviewed even, say, just to add retained duty firefighters to crew the ALP?</p>	<p>Our Community Risk Profile identifies the current and projected risks across County Durham and Darlington and the Community Risk Management Plan considers how our Prevention, Protection and Response capabilities are used to reduce risk. This is an ongoing process. For many years the services two ALP located at Darlington and Durham have been staffed using Wholetime firefighters who jump crew the appliance with other vehicles within the fleet, this is a widely used practice across the UK FRS and provides an efficient and effective approach to staffing ALP's.</p>
<p>The plan is very detailed yet delivered in a way which is understandable. It is clear and concise and focuses on prevention as well as ensuring the safety of the Fire Service whilst having the safety of the local community at its very core goal. It feels reassuring that there is a 5 year goal which looks to be realistically achievable and excellent strategies in place. It is clear that Durham and Darlington Fire Service look after their staff and community and strive to be the best. I am excited to be part of the team.</p>	<p>Thank you for your comment and for working with CDDFRS, we agree it's a fantastic organisation with great staff.</p>
<p>Thankfully over many years education around Fire Safety has prevented many fatalities. The work that the Fire Service continue to do in communities raising awareness and education is excellent. Working with partner agencies is also key. While funding is a constant pressure I believe that due diligence is being addressed to continue the professional service we all can be proud of.</p>	<p>Thank you for your comment we agree our prevention work supported by key partners is reducing risk and keeping our communities safe.</p>
<p>I think preventing fires occurring in the first instance is a brilliant way to spend resources and educate the wider communities about fire safety and the prevention. Reducing the risk to the public and raising awareness around fire safety will hopefully reduce emergencies occurring as often using up more resources.</p>	<p>Thank you for your comment we agree our prevention work supported by key partners is reducing risk and keeping our communities safe.</p>
<p>It appears the (no doubt small) budget is being managed as best as you can.</p>	<p>Thank you for your comment.</p>

<p>The Business Fire Safety should focus on the following: - Train more full time Fire Safety Officers, crews should limit their activity to data gathering to enable a focused inspection programme. - Enforcement/monitoring of Notices rather than, prosecution as a publicity first/early step - Engagement with the Business Community through education and regular meetings etc - Develop an inspection programme based on local data/needs</p>	<p>An action from last year's CRMP was to review and develop a new Risk Based Inspection Programme. This has been concluded</p>
<p>ensure fire pumps are staffed with enough firefighters with appropriate experience (not apprentices/newly recruited firefighters that have not trained fully and have limited on job training) - could put public and firefighters at risk.</p>	<p>All of our fire appliances are staffed with a minimum of four fully trained and competent firefighters.</p>
<p>Well written comprehensive report outlining the work of the service</p>	<p>Thank you for your comment.</p>
<p>Saw this survey on Instagram and just wanted to say you're all doing a good job and I love all the photos on Instagram and Facebook!!! Please keep sharing as its nice to see behind the scenes and how committed all the people are. Thank you for keeping everyone safe</p>	<p>Thank you for your comment.</p>
<p>With regards to the commitment around learning: We will learn and improve following scrutiny from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services, our Combined Fire Authority, external audit bodies and our consultation process. I feel that there should also be an element of internal learning / self reflection included in this statement as this is something that the Service does well.</p>	<p>Thank you for your comment and we agree CDDFRS is a learning organisation and takes internal learning seriously as part of continuous improvement. We will consider your view when we next review this commitment.</p>
<p>Yes, I'm against the reduction in staff numbers, riding appliances with 4. Using full time appliances to cover part time retained stations. Wholetime appliances are in their own particular area for a reason! Due to the risk, yet these appliances are being moved to cover the short fall! Trying to get rid of the special rescue unit, replacing it with an alternative, which will in turn reduce crewing even further. Absolutely disgraceful!</p>	<p>The 2024 CRMP does not refer to reducing staff numbers. Following the support of 68% of responders through the 2023 CRMP public consultation riding with 4 Firefighters on all Wholetime appliances was introduced due to a challenging financial position. We are dynamic in our approach to how we locate and deploy our Emergency Response resources, we use both Wholetime and retained staffed appliances to maximise fire cover availability. This approach enables CDDFRS to respond to</p>

	<p>serious incidents faster than any other predominately rural FRS in England. Our On Call project has also resulted in a significant increase in On Call appliance availability which is reducing the need to move appliances and maximising the resources we have available.</p> <p>The replacement for the SRU with the introduction of two Enhanced Rescue Tenders (ERT) will maintain a heavy rescue capability, increase the services resilience and remove the need for a significant capital investment. The introduction of two ERT's will enable the service to utilise the staff associated with the SRU differently.</p>
<p>Each action taken in the plan seems to be carefully considered and logical in how to most reduce the risk to the community.</p>	<p>Thank you for your comment.</p>
<p>- Some pages are too wordy. On pages where there are statistics, dates, categories, maybe have a more user friendly layout i.e. bullet points and or diagrams / tabled information. The danger in lots of written text on a page can lead to people not reading, which is a shame as within the text is good information. Maybe sacrifice some of the images which aren't really adding value i.e the back of a fire fighter, vehicles parked up not being utilised. Or if images are wanted, replace with some operational use/activity. - Page 6 states CDDFRS is one of the most productive FRS in England " How ? " need to evidence this. Maybe reference Page 13 which highlights numerous interventions that CDDFRS do. - Page 8 - Fire and Rescue National Framework for England 2018 is referenced " is there a more up to date Framework document ? (also referenced on Page 15, - Page 14_ Community Safety Successes" As this document is being published in 2024, this impacts on some wording used on page 14. o instead of stating "this year, maybe state the year, i.e. In 2023/24 o instead of stating last year', maybe state the year, i.e. In 2022/23 - If someone is reading a printed version of this</p>	<p>Thank you for your comments we will reflect on your views when producing future public facing documents.</p>

<p>document, there are lots of hyperlinks which they would not know how to access the information because the https address is not stated, but embedded as a link in the wording. - Risk Plan cycle graphic is within the document twice “ page 7 and page 22 (is this purposely done?) - Page 54“ 4 crew, 2 wearing PPE mask, 2 not ?? Sends a mixed message.</p>	
<p>I believe that the plan is well balanced and priorities are in order.</p>	<p>Thank you for your comment.</p>
<p>Keep up the good work</p>	<p>Thank you for your comment.</p>
<p>Doing a brilliant job keeping us all safe</p>	<p>Thank you for your comment.</p>
<p>From a Business Fire Safety perspective, enforcement should not be prosecution focused as appears to be the emerging case, Serve appropriate notices and follow up on a regular basis to ensure compliance. If non compliance occurs then consider prosecution if the responsible person does not cooperate, that way you get a prosecution for both the physical failures but also the non compliance with notices. Only prosecute first when there is an imminent danger to life, even then do it in conjunction with prohibition notices</p>	<p>The Service takes a balanced approach to enforcement according to its Enforcement and Engagement Policy.</p>
<p>Prevention is very important along with community engagement, if possible I would like to see the figure of at least 80% increased, however I know you will strive to achieve this,</p>	<p>Thank you for your comment we focus our prevention activities on those who need our support the most, as you have seen 80% of all of the Home Fire Safety Checks are delivered to those with high risk factors, often the actual number is much higher.</p>
<p>For firefighters safety front line appliances for W/T pump ones should be kept at 5 riders meaning a two pump station would be 9 minimum. Specials like height vehicles should be manned separately!</p>	<p>Firefighters’ safety is of paramount importance to us, all of our appliances are staffed with a minimum of 4 firefighters. The service has two stations which have two Wholetime fire appliances and the staffing has been a minimum of 8 for many years. This is consistent with many Fire and Rescue Services across the UK. We do not use the term man or manned, but for many years have used the term firefighters which better reflects the diverse</p>

	nature of our operational workforce. Wholetime firefighters staff the two Arial Ladder Platforms along with other vehicles.
You should be commended on taking a very balanced view. I am particularly impressed with your ongoing commitment to recruiting and maintaining a diverse workforce with high standards. Also the fact that you have particularly highlighted the need to identify and work with vulnerable people, identifying the need to help those who are less able to fend for themselves for a variety of reasons. This is particularly important in respect to those individuals who are unable to self rescue. While also maintaining the very necessary commitment to take enforcement action, which may also impact on those with vulnerabilities.	Thank you for your comments
Resources needed to be strategically placed for better response and outcomes	Our annual review of the risks within County Durham and Darlington through the Community Risk Profile ensures our resources and prevention and protection activities focus on the areas of highest risk. CDDFRS through the Community Risk Management Plan review the use and location of resources annually.
No more cuts or reductions in fire cover, towns are only getting bigger with new estates popping up all over. Allocate resources to only add to the existing do not take or reduce cover to save on menial funds. Ensure the consultation periods of any change is well advertised and listen to your operational staff as they have the best insight available in any given area.	We rely on grants from central government, business rates and money raised through Council Tax to fund our service. We lobby hard to ensure we have adequate funding for CDDFRS and when changes in how we operate are being considered we consultate with our staff and the public through the Community Risk Management Plan.
No, they're great as they are	Thank you for your comment.
On paper the allocation of resources appears to be good. However, it would be interesting to see the exact availability of all of your resources for every minute of every day. I have accessed your website and tried looking for this information via the various drop down menus (performance figures) but it does not appear	The website is due to be reviewed and this will be considered in this project.

<p>that this data is included. What is worrying is the data (looked at on 6/3/24) for response standards for dwelling and non domestic fires attended which are below the 70% target - is this because you do not have the resources available in that station area and are reliant on other station areas attending these incidents? Why can you not provide a link using Microsoft Power BI (as this seems to be the program you use) to show each fire station, its resource availability, incident types and attendance times? This would provide your paying communities with a complete transparent overview of what you are providing.</p>	
<p>A difficult balancing act. The cost - financial and non-monetary of emerging risks is unquantifiable. Public engagement will be essential to reduce all risks.</p>	<p>We agree and have improved our approach to consultation so that we can access more people and seek their views.</p>
<p>I note that under the heading 'Protect' that there is no mention of Arson Reduction and partnership working by CDDFRS to reduce the impact of arson and deliberately set fires in the community. In terms of the national benchmarking on deliberately set fires, (per 1000,000 Population), CDDFRS is the third worst affected English FRS, with Cleveland, T&W and Northumbria FRS all within the top ten worst affected FRS. Arson and deliberate fire setting is a public health issue and requires constant partnership working and awareness to drive at least the deliberate fire setting aspect, (ASB in it's lowest form), from the communities of DCC and DBC. Maintaining intelligence gathering links, educational links and joint intervention activities with partners that can impact on the behaviours of young people is a key part of the role of the FRS to keep young people and communities safe.</p>	<p>We outline our approach to arson reduction under our prevention heading starting on page 13. Our Community Safety and Arson Reduction Strategy hyperlinked on page 34 provides future information on the areas of work we deliver to reduce the impact of arson and how we engage with young people.</p>
<p>Continue to support vulnerable individuals and rural communities that rely on the fire service for more than just "fire fighting". Continue to develop closer ties & links with other first responders AND other partner agencies. Maximise the use of "Tri-responder" staff to develop links and service the rural community.</p>	<p>We will continue to focus on supporting the most vulnerable and the Tri responder model is a good example of partnership working in rural areas.</p>
<p>I feel our first service is forward thinking and innovative.</p>	<p>Thank you for your comment.</p>
<p>I'm happy with the identified risks and how they are managed. Allocation of resources - as always its great to see your intention to prevent and protect as well as learn and improve.</p>	<p>Thank you for your comment.</p>
<p>No because I believe! You will all keep us all safe in anyway possible!</p>	<p>Thank you for your comment.</p>

Your risk based approach sounds sensible	Thank you for your comment.
Seems like a lovely service - keep up the good work!	Thank you for your comment.
(Paper) Clear comprehensive commitments all essential to keeping our communities safe. Many aspects and targets identified. Recruitment and Retention has high importance. Clear community safety objectives with very big focus on prevention. Encourage staff to be innovators. I hope the budget will improve to help maintain the excellent service you currently have and enable you to expand further.	Thank you for your comment.
(Paper) Outstanding service overall but especially HFSC. I am concerned about the safety of firefighters and would hope there is sufficient resources available to address this.	Thank you for your comment, our firefighters are well trained, and their safety is our priority. We adopt safe systems of work to keep our staff safe.
(Paper) Comprehensive Plan	Thank you for your comment.
(Paper) You deliver an excellent service, I hope you can maintain this.	Thank you for your comment.
(Paper) The plan is a sensible way to prioritise the CFA's scarce resources.	Thank you for your comment.
(Paper) You all do a fantastic job. It is reassuring we have a Fire Service that is so committed to their communities and residents. Please stay safe - we would be lost without you!!!	Thank you for your comment.
(Paper) You do the best service you can with limited resources.	Thank you for your comment.
(Paper) Great work done by ALL fire service staff. Long may this continue.	Thank you for your comment.
(Paper) Totally agree with the commitments but would suggest adding a commitment around reassurance. This would be to provide residents and businesses with confidence & reassurance that the fire service is performing well, meeting its commitments and offering good value for money. It would also be good to show how the fire service is prepared (as much as possible) to respond to any event and able to prevent incidents, basically, 'reassurance' would be the PR of the fire service.	Thanks you for your comment will be consider this when we next review our commitments.
(Paper) Can you look to increase the funding from external agencies through your training etc.	Our trading arm, Vital Fire Solutions is responsible for training externally.
(Paper) An excellent idea. It is good to know the Fire Service is taking proactive actions to ensure the most vulnerable in our society remain safe.	Thank you for your comment.

(Paper) The streets are too narrow/bad parking making it harder for appliances to get through.	We encourage responsible parking for our communities.
(Paper) The fire service need more rights to deal with antisocial behaviour towards them! Restraining and arresting would help deter out of control youths.	We work closely with our partners who have enforcement powers when our crews are confounded by ASB.
(Paper) No Internet Access	Thank you for your comment.
(Paper) No, Quite Happy.	Thank you for your comment.
Great open day at Consett. You are a great part of our community	Thank you for your comment.
You guys are just fab! Your open days let everyone in and see how much you care about the community. Thank you for looking after us.	Thank you for your comment.
You do a really good job and are an asset to the community.	Thank you for your comment.
I was asked to do your consultation at the Open Day and want to say thank you for running such great events and remembering that things like Open Days are important too. I like that no matter how much your budgets are cut you remember and value events like this. Your staff are all lovely and my family are lucky to be looked after by such great firefighters.	Thank you for your comment.
You are doing good	Thank you for your comment.
They seem perfectly reasonable with regards to the budgets you no doubt confined by.	Thank you for your comment.
(Paper) So far I havent had an issue	Thank you for your comment.
(Paper) I live in Belmont in Durham which would be D06's attachment area. Tyne & Wears Rainton Bridge Station would have a quicker response time so how does that work? as surely its all about getting there as quick as possible, so do Durham and Rainton Bridge respond to incidents together often?	The Service have arrangements with all bordering Services to improve response to incidents.
(Paper) More open days to help raise awareness and teach children.	Thank you we will continue to hold station open days so that we can provide educational advise.
(Paper) Doing great keep it up	Thank you for your comment.
(Paper) From what I have read the CRMP is well planned out and resources for use could always be improved. Keep up the good work all fire personnel and a very big thank you for saving me and my hubby in a very bad RTC. THANK YOU	Thank you for your comment and we hope you are both well after the RTC.

(Paper) Good Plan	Thank you for your comment.
(Paper) From what I have read it looks well planned. Keep Up the Good Work	Thank you for your comment.
(Paper) I will have a read and check out your website	Thank you for your comment.
(Paper) No, Like it.	Thank you for your comment.
(Paper) I think all plans layout seem very relevant and are all our community needs.	Thank you for your comment.
(Paper) Not really all looks good.	Thank you for your comment.
Local Allocation of resources crucial and need to be sufficient. Some rural areas in County Durham struggle and need to be re-evaluated.	Our annual review of the risks within County Durham and Darlington through the Community Risk Profile ensures our resources and prevention and protection activities focus on the areas of highest risk. CDDFRS through the Community Risk Management Plan review the use and location of resources annually.
Knowledgable and friendly professional service.	Thank you for your comment.
The commitment to the community is first class however it remains to be seen if the funds are provided You all do an excellent job	Thank you for your comment, we will continue to lobby for the fair funding of CDDFRS.
The team were very friendly and informative to my family.	Thank you for your comment.
Totally agree with prevention being better than dealing with the incidentâ€¦big thank you for the information and smoke alarm today	Thank you for your comment.
Seems a sensible approach to combine prevention with response.	Thank you for your comment.
There should be more trucks and staff to cover to feel more safe and cut down response times	Responding when required quickly is important to us. We maximise the availability of our fire appliances and have the fastest response times of any predominately rural FRS in England, much faster than the English average.

<p>(Paper) You are all a credit to our community and your commitment, hard work, compassion and the awful things you must have to encounter means we appreciate what you do for us all.</p>	<p>Thank you for your comment.</p>
<p>(Paper) More fire engines in Durham City</p>	<p>There is currently two fire engines in Durham City along with a range of other special appliances, with firefighters in Durham trained to respond to the risks within Durham City and across the County.</p>
<p>For this survey, putting the CRMP prior to No:1 would enable answers to this, No:3. Other than that, you spell out your commitments very clearly.</p>	<p>Thank you for your comment.</p>
<p>(Paper) More fire engines are required and a larger budget.</p>	<p>Thank you for your comment, we will continue to lobby for the fair funding of CDDFRS.</p>
<p>(Paper) Risk Management is okay as long as its constantly reviewed in order to improve and learn from any issues/shortfalls. I pay a LOT of tax yet Fire, Police and NHS is struggling to meet demands. We should be investing more in these essential services rather than trying to justify cutbacks.</p>	<p>Our annual review of the risks within County Durham and Darlington through the Community Risk Profile ensures our resources and prevention and protection activities focus on the areas of highest risk. CDDFRS through the Community Risk Management Plan review the use and location of resources annually. Furthermore, we will continue to lobby for the fair funding of CDDFRS.</p>
<p>(Paper) I think night time provision needs additional resources to ensure sufficient teams.</p>	<p>Our annual review of the risks within County Durham and Darlington through the Community Risk Profile ensures our resources and prevention and protection activities focus on the areas of highest risk. CDDFRS through the Community Risk Management Plan review the use and location of resources annually. We consider</p>

	historic data as part of this process and demand is great during the daytime hours.
(Paper) I am still concerned about the reduction of fire crew on engines from 5 to 4 which I did not agree with last year. It appears (unfortunately) that ultimately you still require 5.	Since the introduction of riding with 4 on all Wholetime appliances, which is consistent with many FRS across the UK, there has been no evidence to suggest this is not suitable
I would say that prevention is better than cure so I agree with steps outlined. It is also best to be realistic in what (any) organisation is capable of achieving with respect to finances available and factors which can never be controlled such as arson and (in the best possible sense) ignorance of risks.	We work closely with key partners such as the Local Authorities and Police on social challenges such as arson to ensure our approach is aligned to maximise our activities.
What I hear is you now only have 4 on a fire engine. Sure it used to be 5. Must be more unsafe for your firefighters	Since the introduction of riding with 4 on all Wholetime appliances, which is consistent with many FRS across the UK, there has been no evidence to suggest this is not suitable
Getting rid of too many firefighter jobs. Shameful	There are no plans in the 2024 CRMP to remove any firefighter posts.
Too many frontline job cuts	There are no plans in the 2024 CRMP to remove any firefighter posts.
I think it's important to have more bodies on trucks than less	Since the introduction of riding with 4 on all Wholetime appliances, which is consistent with many FRS across the UK, there has been no evidence to suggest this is not suitable
More people on trucks	Since the introduction of riding with 4 on all Wholetime appliances, which is consistent with many FRS across the UK, there has been no evidence to suggest this is not suitable

Great Job	Thank you for your comment.
Intellectualising putting out fires! I have grown up in a family of firefighters, the community need old school fire safety engagement, firefighters available when needed from local stations, I appreciate budgets are tight moving an appliance out of a station without closing it, maintaining with minimal numbers is needed to maintain public confidence is accepted but all the public want is an appliance when in their hour of need. As with every public sector organisation we have intellectualised what can be boiled down to basic fire fighting, cut the gaffa wank speak! More time is spent on this survey on diversity issues, I have absolute confidence in Durham and Darlington fire and rescue as they have come to my aid in the last 6mts, what they and their management need to have confidence in is getting back to fire safety and fire fighting.	The Community Risk Management Plan outlines in detail how productive firefighters are with their time, engaging on prevention and protection issues when nor responding to emergency calls. We are reassured that you were pleased with the service our crews provided to you.
You doing a great Job 1st class approach every time big thanks to you all for keeping us safe	Thank you for your comment.
Yes. It's two yes questions, which will garner the overall response you want. Ask what your staff really think, and let.thenpublic comment on that.	As part of the Community Risk Management Plan internal consultation we have met with staff and encouraged them to submit responses to the consultation.
It falls fairly well in line with the national standard, so no disagreements I can think of	Thank you for your comment.
No comments I believe it has been well managed.	Thank you for your comment.
The community risk management plan to help keep the surrounding communities safe is great.	Thank you for your comment.
The measures taken to ensure the safety of the public are truly amazing. The job isn't just putting out fires; it is making sure they don't start to begin with. By educating people, including children, local business owners and vulnerable people, it means that the public are equipped with knowledge about anything involving fire, meaning people will be more careful. Even if there was a fire to break out, CDDFRS promptly dispatch crews to address the situation efficiently and effectively.	Thank you for your comment.
I think allocating at least 80% of fire safety visits to the most vulnerable in society is an excellent idea, I think to help with this firefighters could open community	Thank you for your comment, our crews are regularly available in towns, attending

leaflet stalls and host talks frequently in town and city centres to educate the public if this is not already done.	events and galas along with station open days where we provide safety advise.
No I do not have any comments because I believe that County Durham and Darlington Fire and Rescue Service doing a great job to allocate resources.	Thank you for your comment.
Overall, the approach appears thorough and well-rounded, incorporating both quantitative data analysis and qualitative stakeholder input to inform risk management decisions effectively. Completed by the Service FOA representative.	Thank you for your comment.
No I feel the plan is doing a good job	Thank you for your comment.
I believe that the service's plan, strategies and focus' targets all areas to help keep our communities safe. I do however, think that we should try and do more within our local community to help educate and advertise the services we provide.	Thank you for your comment, our crews are regularly available in towns, attending events and galas along with station open days where we provide safety advise.
I really like the highlighting of the necessity to ensure vulnerable people are looked after and aided efficiently. I also love the notion to keep striving to improve and learn where we can.	Thank you for your comment.
As a taxpayer I am concerned that my local station (Newton aycliffe) is only crewed by RDS staff on a night time which means a minimum of 5 minute delay of arriving to station. This concerns my welfare and others who may be at risk and need urgent response.	CDDFRS allocate resources based upon risk and demand, Newton Aycliffe is staffed by Wholetime Firefighters during the hours of 07.00 - 19.00, when demand and risk is greater. From 19.00 to 07.00 on call firefighters staff the appliance when required. Across CDDFRS 15 appliances are staffed by On Call firefighters.
Keep up the good work esp in high risk areas	Thank you for your comment.
I believe it works rather well and is a good approach to allocating limited resources.	Thank you for your comment.
Firefighter safety and standards should be the highest priority.	Thank you and it is.
Please invest in firefighters mental health...especially after body retrieval, debrief, revisit individuals, listen and support. Please invest in retained stations they need the support of full time firefighters for training, new ways of working and mental health support, they are one team. The dangers of electric cars is	Thank you for your comment.

<p>increasing....work with the car manufacturers on ways that you can save life. Each firefighter is awesome, I thank you for all you do.</p>	
<p>I believe that there should be further focus on allocating resources towards educating others in the community about safety via online social media platforms such as Facebook, Youtube and Snapchat . Advertising, such a general posts (including video's) reach a wide audience online and should also include informing the general community of the positive work and schemes that are currently ongoing in their area.</p>	<p>Prevention is a key facet of our approach to keeping communities safe.</p>